

Platicamos-ARMA

Northern New Mexico Chapter

December 2002 Issue

Inside This Issue

Presidents Message	1
NNM Chapter Information	2
CRM Corner	3
Calendar	4
Art of Negotiation	5
January Agenda	6
John Phillips Presentation	7
Give Committee	8

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Presidents Message

Sherry L. Guthrie, CRM



Hello everyone!

This is my opportunity to thank all those members of our Chapter and the Rio Grande Chapter for the wonderful job on the Fall Seminar. Traditions was an equal distance for members from both chapters, and the food was excellent. Quite a few folks went home with a door prize, some contributed by the exhibiting vendors. Close to 100 people attended, convincing me of the need for more education in our field. Which leads me into my next topic:

Our extra special workshop on January 29 & 30. John Phillips, the same speaker at our Fall seminar and a person who has a wonderful way of explaining things so the can be easily understood, will be offering us a course on Advanced Records Management normally presented at George Washington University with two exceptions.

First, this course is terribly underpriced. Only \$200 for a full two days of information if you're an ARMA member otherwise it's a whopping \$250. Second, he has asked if anyone in the audience has a burning question or topic that they would like to be discussed, that we provide it ahead of time & he will research the topic & include it in the presentation.

So here's your chance to get the an-

swers to some of those nagging problems that we face. Just send your questions to me & I will forward them on to John. Our opportunities for Records Management education are too few and far between not to take advantage of this 2-day course. The seating is limited and will be held at the University of New Mexico-Los Alamos Campus. Seating is limited. The lecture hall only seats 65 people so be sure to register early.

Our first membership meeting of the new year will be held on January 16 in Los Alamos. I will send out a message with the exact location prior to the meeting. We will be spending time on a tour of the Los Alamos Recycling Center which promises to be interesting.

As you look through the newsletter, you will find articles (Page 5) on our November speaker, Elaine Palin who not only gave us some important help in conducting negotiations, but also reminded us of our own code of Professional Responsibility as Records Managers. You will also enjoy reading about the December GIVE projects update (Page 8). We are helping three families in the Santa Fe area to have an especially nice Christmas.

Finally, I want to wish you an especially nice holiday season. Everyone has worked hard this year to help the Chapter *share, learn & grow* and you deserve a *pat on the back*. Please join us at our December social (See Page 4) and enjoy some fun & good food with your friends as we close out the year.

Mission Statement

"To Advance and Promote Records and Information Management (RIM) by sharing professional knowledge and exchanging experience and information."

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MEMBERFEST 2003... *Submitted by Barb Ricci*

The Northern New Mexico Chapter has entered the **Memberfest** Contest and we are roaring to go.... We are beginning to see the **Memberfest** applications arriving. Good job members, your initiative and drive will prove to be successful. Please insure that these applications have your membership ID number listed on the top right hand corner of the application so you can get the proper credit for the new member.

According to the ARMA website they recommend that the best recruitment technique is your enthusiasm about being a member of ARMA and the chapter. If you are excited about being a member and find that it has benefited your profession then talk positively and enthusiastically to potential members. Don't forget to ask them to join our chapter so they can *share* their knowledge, *learn* from the experts and *grow* right along with the rest of us.

In an article submitted to ARMA International written by David Kasparian's, CNE, MIT the SIX MAJOR BENEFITS TO ORGANIZATIONS FROM AMRA are:

1. ARMA provides us education in records and information management standards, procedures, and techniques.
2. ARMA enables us to establish and maintain professional contacts that help in the resolution of our problems.
3. ARMA provides additional justification that the organization is maintaining a proper records management program and that it is concerned with the education of employees.
4. ARMA is continually promoting research and providing this to members.
5. ARMA helps reduce costs.
6. ARMA helps the organization maintain a competitive advantage.

If you would like to read his article in detail, go to www.arma.org/memberfest. The important tip to remember is that ARMA can benefit every member that is willing to get involved and participate. It has been proven over and over again in our Chapter that success is in numbers and in the opportunities provided.



Welcome New Northern New Mexico Members
to our GRRRRRRRRRRREAT Chapter....

NEW MEMBERS

Bridget Lindquist; Educational Credit Management
Celia G. Fernandez ; New Mexico Tax and Revenue
Connie M. Salazar; Los Alamos County
Rob Rayne: Lason

Together we will
Share...Learn...and Grow

CRM CORNER - 2002

By Sherry L. Guthrie, CRM

Today's Question is taken from:

"Ask the CRM" by Bob Dalton, CRM

? Is the "Paperless Office" a myth?

This is an excellent question that unfortunately has no definitive answer. In a lively discussion on the listserv on an article in New Yorker magazine discussing the book: "The Social Life of Paper" by Malcolm Gladwell, reflecting on how computer technology was supposed to replace paper and it hadn't. (www.newyorker.com/printable/?critics/020325crbo_books).

While I won't go into the discussion as such, one of the comments from one of my respected professional colleagues of whom I have great respect for, was "A sad commentary about our profession is that a lot of RM folks don't want to change; they like paper and are very resistant".

As one who long advocated responsible electronic document management systems to clients, I don't totally agree with this blanket statement. Do I like paper, yes! Do I keep paper, yes! Am I keeping more paper than I did 10 years ago, yes! Do I like or want to keep more paper, NO. A good example of why I have more paper now is the ease of using it while drafting articles. It's a ready reference and is much easier to extract and review than continuously opening and closing documents on the computer.

For this article I have drawn on 8 different documents downloaded from the internet. They are currently laid out on a table, marked up for reference, and available for ease of use. However, when finished, the documents will be destroyed, not filed for future reference. However, if it is a really good article that I might want to refer to later, I will file the documents in an appropriate paper or electronic file folder. I also schedule a review and remove the paper and electronic files from the folders on a six month cycle.

Does this make me one who doesn't want to change or one who recognizes limitations of computer technology? For those who know me, I would be one who recognizes the limitations of technology. I like to think the reason I keep more paper is technology has provided the tools

(computer, email, printer, scanner, and copier) to allow me to work more efficiently.

So, why does the comment have some ring of truth? Are there Records Managers who are reluctant to change? Absolutely! But are there other reasons for the reluctance to embrace the "paperless office". I contend you must define the type of "paperless office" you are talking about. In simple terms, long term and short term document management systems.

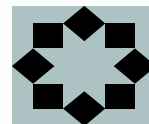
If you are talking about long term "paperless office", then I and probably a large part of our profession will probably take issue with retaining electronic information in electronic format as the primary media for archival purposes. I believe it has been well established the recommended cut off point for retention of electronic media for archival purposes is 7-10 years. If longer, then paper or microfilm. Articles such as one from Information Week dated 3/11/02 about the digital time capsule of a multimedia version of the Doomsday Book, showing life in the United Kingdom circa 1986, produced by the BBC was already unreadable, doesn't create confidence in electronic media for longer term archiving.

If we are talking about short term "paperless office" systems, then I and probably a large part of our profession would agree that managing the information in electronic for short term requirements may be a viable solution. What do I mean by "may be"?

If the documents are created in electronic format then the question is "how long do we need to retain for businesses purposes?" If archival (over 7-10 years) then perhaps paper or microfilm would be the correct media. If less than above, then retention in electronic format may be appropriate.

Users should conduct a cost analysis to ensure the most cost effective method of storage is implemented.

I Hope you enjoyed this question & answer. Section. We will have more on topical subjects in future issues of the chapter newsletter.



Christmas Social by Liz Trujillo

As the holiday season approaches, everyone is excited about spending time with loved ones and friends. We will once again be having the Christmas Social. We will continue with the tradition of exchanging ornaments. This year the only change will be that once you receive your ornament no one can take it away from you. The social will be held at Peppers Restaurant and Cantina located at 2239 Old Pecos Trail in Santa Fe on December 16, 2002 at 7:30 p.m. We have a room reserved for the Chapter. Spouse and guests are invited. Each member and guests are responsible for their meal, drink and tip.

Please RSVP by noon on December 11, 2002 to Liz Trujillo at 827-5721, ltrujill@slo.state.nm.us or Gerard Garcia at 827-5850, ggarcia@slo.state.nm.us.



Coming in January 2003

January 7th Board Meeting -Location TBD

January 16th Membership Meeting –Location TBD

January 29th - 30th Advanced RM workshop



December 2002

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
					<i>Gifts due to Give Committee</i>	
8	9	10	11 <i>rsvp social</i>	12	13	14
15	16 	17	18	19	20	21
	<i>Christmas Social</i>					
22	23	24	25 	26	27	28
29	30	31				



The Art of Ethical Negotiation
By Joseph V. Valdez, II

The Association of Records Managers & Administrators (ARMA) Northern New Mexico Chapter's November 21, 2002 Program portion of the regular meeting focused upon the "Art of Ethical Negotiation." The speaker for this month's program was Elaine Palin who possesses a Masters Degree from Pepperdine University in Organizational Development and a BA from the University of California (Berkeley).

Ms. Palin began by indicating that this was going to be an informal presentation on the subject of ethical negotiations. She then continued by going over the agenda on the subject matter that her presentation would address. This agenda was comprised of "Expectations" (from the group that was present), "Negotiation Skills an Overview," "Why is this (negotiation process) difficult," "The Process," "Stories from the Real World," and "What's Your Challenge?"

Some of the group's expectations were based upon but were not limited to some of the following: the desire to gain effective negotiation skills, how to conduct negotiations, and gaining knowledge of the standards that comprise ethical negotiations. With these parameters, and others that I was unable to capture in writing, Ms. Palin began her overview of negotiating skills.

Ms. Palin indicated that negotiations are between two or more parties for determining the nature of future behavior. She quoted George Bernard Shaw in her "Golden Rules of Negotiation," by pointing out that "It is unwise to do unto others as you would have them do unto you. Their tastes may not be the same." She also indicated that another golden rule is that people will not negotiate with you unless they believe you can help

them.

Ms. Palin then proceeded with the next topic on "Why Negotiation Seems Difficult." In conjunction with obtaining whatever objectives initiate the negotiations outlined within the second portion of her golden rule, some of those reasons may be based upon the belief that we believe that we have to be nice, we want the other party to like us, we may also lack confidence in our abilities to negotiate effectively to obtain the objectives being sought which initiated the negotiations from the very outset, we may be afraid of losing, we may believe that we have no leverage or bargaining power, we may tell ourselves that we are in a win or lose situation, or we may go for the immediate payoff for instant gratification rather than seeking a long-term solution that will acquire the ultimate objective(s) responsible for initiating the negotiations. Upon this last note, Ms. Palin informed the group that everyone always has some amount of power, even if they think they don't, and, that as a result of this, that everyone should be prepared to walk away from any given set of negotiations.

With this being said, Ms. Palin proceeded to review some of the psychological foundations upon which negotiations are conducted. For example when dealing with bargaining styles, interpersonal attitudes are involved; when dealing with goals and expectations, motivational striving is involved; when dealing with authoritative standards and norms, the consistency principle and deference to authority are involved; when dealing with relationships, the norm of reciprocity and consideration of the other party's norm of reciprocity are involved; when dealing with the other party's interests, self-esteem and self-interest are involved; and, when dealing with leverage, the aversion to loss is involved.

After covering these psychological foundations, Ms. Palin discussed some formal and informal styles of negotiation. There is the "Competing Style" of formal negotiations, which exists as "This is about Me" within the information style of negotiations. You also have "The Accommodating Style" within the formal type of negotiations, which exists as "This is about You" within similar kinds of informal negotiations. Another is "The Collaborating Style," which exists as "The We Style" within the informal setting,

Continued on page 7



NNM ARMA Membership Meeting Agenda January 16, 2003

- 1) Call to Order
- 2) Roll Call
- 3) Determination of Quorum
- 4) Recognition of Guests
- 5) Adoption of Agenda
- 6) Approval of November Minutes (Liz)
- 7) Approval of Reports
 - a) Treasurer's Report (Ernie)
 - b) Membership Report (Barb)
 - c) Other Reports
- 8) Unfinished Business
 - a) Fall Seminar Wrap-Up (Karen)
 - b) Status Extra Workshop-John Phillips (Sherry)
 - c) December GIVE Projects Wrap-Up (Dolores)
 - d) Other Committee Updates
 - e) Other
- 9) New Business
 - a) Educational Foundation 5/100 Legacy Campaign (Sherry)
 - b) Suggestions for Celebrating Records Management Month (April) (Sherry)
 - c) Other
- 10) Tour of Los Alamos Recycling Center
- 11) Announcements
 - a) Next Membership Meeting, 11:30-1:30, February 13, 2003 at IMAGIC in Espanola
Presentation by the Santa Fe County Clerk on "Documents of an Election"
- 12) Adjournment

MEMBERFEST

IT'S
CONTAGIOUS



**Share the experience! Feel the Power!
Reap the Rewards!**

ARMA International has started a new member-get-a-member program called **Memberfest**. Sponsor a new member in ARMA International (and out chapter) and join an exclusive group of ARMA members in the CORE (Connecting others through Encouragement and Recruitment) Club. Sponsor at least five new members and you may win great prizes.

The top three recruiters by June 30, 2003, will win one of the following prizes (Note: a minimum of five new recruits is required.):

GRAND PRIZE

HP Digital Camera (\$750 value)
One 2003 Full-Conference Registration (\$645 value)

FIRST PRIZE

Palm Pilot (\$500 value)
One 2003 Full-Conference Registration (\$645 value)

SECOND PRIZE

Palm Pilot (\$500 value)

How to Get Started
It's as easy as 1-2-3

1. Read the information at <http://www.arma.org/memberfest> so you know exactly what to expect.
2. Make a list of colleagues whom you think could benefit from all that ARMA offers.
3. Fill in your Member ID# on the special Member Fest application (found at the website above) and go for it!

Contributions or gifts to the Association of Records Managers and Administrators, Inc. are not charitable contributions for federal income tax purposes."

Good luck to everyone. If you have any questions, contact our Membership Committee Chairperson, Barb Ricci, at 505-747-4177.

John Phillips and Salinda Grout during the NNM & Rio Grande ARMA Chapter seminar at Traditions.



I tell you and you forget. I show you and you remember. I involve you and you understand.
Eric Butterworth

John Phillips will be back in January 2003.

Sign up today for the 2-day Advanced Records Management Workshop.

January 29th & 30th @ UNM-LA. There is limited Seating so register early.

John Phillips will be teaching us all about;

- Electronic records retention Management
- Retention management of e-mail
- Difference between electronic record keeping systems and document management systems
- Primary issues for the preservation of digital records.



Continued from page 5 (J. Valdez)

which Ms. Palin indicated was the best style to conduct negotiations upon, as well as the most ethical. Yet another is "The Avoiding Style" within the formal setting, which exists as the "Don't Get Me Involved" within the informal setting. The last style Ms. Palin covered was "The Compromising Style" of the formal type of negotiations, which she described as the "Win & Lose" within the informal setting of negotiations.

Yet another is "The Avoiding Style" within the formal setting, which exists as the "Don't Get Me Involved" within the informal setting. The last style Ms. Palin covered was "The Compromising Style" of the formal type of negotiations, which she described as the "Win & Lose" within the informal setting of negotiations.

With this foundation, Ms. Palin then discussed the way one should conduct the negotiation process. She began by telling everyone that they should prepare their strategy, she indicated that there should be a free and open exchange of information (which she deemed an essential element of ethical negotiations), that there should be an opening to the negotiations in which concessions are made, that closure and the acquisition of commitment from the other party were of the up-most importance, and, finally, that the maintenance of high ethical standards by both parties during the negotiations were crucial to producing end results that are beneficial to both parties.

Ms. Palin expounded upon all of this information through practical examples that she drew upon from union negotiations, job interviews, plus the purchasing of homes and automobiles. Additionally, she urged the group to be assertive but not aggressive, to conduct collaborative and sometimes compromising types of negotiations, as these are hallmark modes through which ethical standards may foster within the negotiation process. Finally, Ms. Palin urged the group to gain whatever form of commitment is appropriate upon the closure of whatever kind of negotiations are being conducted.



GIVE COMMITTEE for CHRISTMAS

DEADLINE is DECEMBER 6

The Give committee members have made a list and they are checking it twice, so they will soon be calling members to collect gifts, shampoos, and books.

They are collecting children's books and every book delivered to the give committee by December 6th will earn one Ristra point.



We are on our way to making this Christmas a happy one for our families. There have been many commitments for gifts from several of our members and there is still room for more. Family #3 has been adopted by the State Land Office. Thank you to all to the members from the State Land Office. There is still opportunity to join in. There are two remaining families for our members to pick and donate a gift to.

Please coordinate the purchases with the Give Committee and email Dolores@lanl.gov with your gift choice. The gifts should be wrapped and have a name tag noting family and the name of the person (Family #1--Isaiah) and delivered by December 6th. Note: It may be a good idea to include a gift receipt in the package in case the clothes need to be exchanged.

To arrange for pick-up/drop-off of your donated gift, call one of the following elves—

Dolores Salazar at 667-7076 Dolores@lanl.gov

Arlene Crespín at 662-8132 Crespín@lac.losalamos.nm.us (Los Alamos)

Teresa Garcia at 827-5851 tgarcia@slo.state.nm.us (Santa Fe)

Barbara Ricci at 747-4177 bricci@imagedzi.com in (Española)